

LACDMH COASTAL API STAFF HELPS SAVE MAN'S LIFE



In August, a client came to his regular appointment with his case manager at the Los Angeles County Department of Mental Health's (LACDMH) Coastal API Family Mental Health Clinic. As soon as he signed in and took a seat in the lobby, he immediately collapsed forward.

At the time, a supervisor walked by and noticed this, immediately directing the receptionist to call 911 for help. The security guard quickly cleared out other clients who were in the lobby. A "code blue" was activated at the clinic as the supervisor called the nurse, psychiatrist and program head to the lobby. The nurse and psychiatrist both started CPR on the client. Within minutes, the fire department and paramedics were on-site to attend to the client. The psychiatrist (who was not the client's attending psychiatrist) and the client's case manager provided the paramedics with the client's allergy information and other necessary medications information. The client was revived and was taken to the hospital by ambulance.



While the client was in the hospital, the staff followed up to see how he was doing. His attending psychiatrist even paid him a visit in the ICU which the client was grateful for.

“This incident captures our extraordinary team work and the quality of services that we provide to our clients from the beginning to the end,” said Helen Chang, L.C.S.W., Clinical Program Head at Coastal API. “This clinic is exceptional in the way we communicate with each other which is always client-focused, and all of us believe in the quality of the services that we deliver to our clients.”

Chang attributes everything going well that day because of her staff working together. “It’s really not about one person’s role in saving the life, but really about how our clinic operates and how each staff member gives their unconditional effort, regardless of whose client it is. They do what needs to be done without being reminded or nudged. Each and every one of us takes our services and responsibilities seriously when it comes to client care.”